IMAC-IT Subcommittee
Meeting minutes 10/10/02

Present: Bob Martin, Amy Mendel-Clemens (Call Center), Debbie Bigler (Milwaukee Co.), Bill Blank (Juneau Co.), Theresa Fosbinder (DWD), Kathleen Luedtke (DHFS), Pam Waffle (Columbia Co.), Diane Peterson (St. Croix Co.), Pam Kera, Luann Page (Waukesha Co. W-2), Mike Mckenzie (DHFS-BIMA), Jill Jokela (BITS), Jeanne Brandl (Marathon Co.).

By teleconference: Joan Kovach (Bayfield Co.), and Karen Pearson (Waukesha Co.).

Minutes from the 9/12/02 meeting were distributed and approved.

The IMAC web site is almost complete. The link was sent out on Friday, 10/11/02.

CARES BUDGET REVIEW

The CARES '02 and projected '03 budget was handed out. The '02 actual grand totals are correct, even though the DHFS and DWD program totals don't add up to the grand totals. A corrected version will be sent out. Budgets are updated monthly.

The '03 budget will be a little lower than the '02 budget due to some projects that are tracked separately and not included in the total. This amount is estimated to be $3 to $3.5 million dollars.

A line by line description of costs is included in the budget. Some costs are allocated to the programs and others are billed directly. Allocation is done using a weighting method involving the number of recipients of the program. The weighting factor is subject to change and must be Federally approved.

Most of the budget lines are fixed costs must remain the same or grow. Lines 2 and 3 are for mainframe processing. Line 4 represents about 85 full-time equivalents programming for Deloitte. Lines 5 to 8 include BITS staff and contractors to support applications.

Line 9 is mainly for mailing notices to customers. Lines 10 and 11 are hardware and software for developers. Line 14 is BITS staff to support connectivity, server and LAN support. Line 16 includes people time for running batch jobs and for the DWD Service Desk.

Page two of the budget gives details of the BITS and Deloitte budgets. Some of the lines are for estimates and used as placeholders in the budget.

Cost allocation in the budget means that DHFS bears about 85% of the costs versus DWD. The work is about the same for some projects.

One of the budget detail items is for Child Care waiting lists. There are no plans at this time for a waiting list. The programming would be a precaution in case there was a need in the future due to changing budgets.

Village Project

The CARES Executive Ccommittee held a meeting on 10/9/02 where the Village Project was discussed. DHFS has stated that the Village Project is not a priority for them at this time. DWD wants to complete the village project for some of their service delivery needs. By the end of November they will identify it's service delivery model, how or if the village concept fits this model, and how to meet the needs of both departments. CARES may eventually need to be split up in some manner to meet service needs. They are looking at the administrative structure for TANF programs. No decision has been made yet as to a specific direction for changes. High level discussions are being held. There were listening sessions held several counties to discuss proposed service delivery changes for W-2 and childcare.

Project Priorities

Additional items were added to the list. The list was discussed by item.
1) The IMAC web site is almost complete and this item will be coming to a close. It should be dropped to the bottom of the list.
2) Debbie Bigler and Jacaie Coutant sent out survey forms to the counties. The forms requested feedback about which types of communication work best. Both E-mail and hard copy forms were sent out. About an equal number of responses were received either way. Internet communication was listed as more popular than paper. Ten methods of communication delivery were used in the survey. Six of the methods were ranked as highly effective with a high ease of use. Having some notification sent out regarding new memos, updates, etc. received high marks. A prioritized list for communication methods will be sent to Amy Mendel-Clemens.
    The IM management team will meet to discuss communication methods including how to reduce redundancy in communications.
    Some agency staff had been having trouble with Internet access at certain locations due to other agencies restricting access.
    There were many responses from Supervisors when they were asked about changes that should be made to CARES.
    It was requested that E-mail addresses for workers be added to SMUM and that the E-mail address be included on notices to the customers.
    #2 will be split into two projects. One project will be the communication process and the other will be the CARES "wish list". Debbie Bigler will the contact for both of these projects.
3) The Data Exchange work group will meet with Deloitte sometime between December and February to identify fixes for Data Exchange. There is the possibility of setting up Data exchange Labs for workers. The group is looking at disposition processing and the savings screen. The group has worker surveys on Data Exchange priorities and will work on the top five right away. It will be an ongoing maintenance process. Wisconsin is not connected to the national new hire directory. The group is exploring other data to use as well as what data to drop.

4) Food Stamp error reduction. This is in research status with Deloitte. Companion cases are a concern. Want to identify problems and make recommendations by the next meeting.
SSI income auto-update will be in user acceptance testing in November with a 1/10/02 date for being in production. There will be two Ops memos. The first memo about cleanup for the change will be in November. The second memo will address the update prior to introduction into production.
Food Stamp QC is looking at automation of Child Support, Unemployment Insurance, and other Social Security benefits. The next project still needs to be decided.

5) The fix for the reason code 272 problem will go into production on 10/25/02. There will be an Ops memo coming out about this. There was a reminder to call the Call Center with things that are not working in CARES to ensure that the problem is known.

6) The contact for this project will be Tony Sis. Hardware and software needs to support State applications must be clearly defined and put into contracts. There is a listing of minimum requirements currently posted somewhere on the web. The idea is to stay ahead of the technology.
Possibilities include IMAC setting up an IT users meeting. A meeting with BITS to discuss the process may be planned. Some of the counties expressed concern over having to download the most current versions of software in order to access web information. Not everyone had the ability to download software to his or her PC. Some workers are blocked and must have their Network Technician install software. This results in much work and delays in being able to access information. There needs to be a long lead-time for requiring changes from the county. Software requirements for accessing state information should match what is required in the counties current contract.

7) Error Reduction-CARES Alerts. Mike McKenzie suggested a work group similar to the group working on cross-matches. Deloitte has a chart of all 334 alerts along with the text, what it means, what generates the alert, what action to take, and what programs are affected. Any old alerts must be kept on the table for historical purposes. The table is currently being reviewed. There are three options being looked at for an alert help function.

   #8, #9, and #10 have no activity at this time. #11 ties in with #6.

12) Change Center. Milwaukee modeled their change center after the one used by Atlanta. Milwaukee is currently processing 8000 changes per month at their Change Center. Being a Change Center worker was a promotional opportunity for Milwaukee workers. They incorporated a flyer about the center. Workers have information about the center on their voice mail. Dane County is also developing a Change Center that is projected to be up by the end of the year.

Catherine Bannister and Chacko Daniel from Deloitte Consulting were introduced. Catherine is the Workforce Development Project Manager and Chacko is the Shared Services Common Project Manager. An organizational chart for Deloitte was distributed. There was a restructuring of Deloitte in June according to business. The three main areas are Workforce, Health and Family, and Shared. Each project area is divided by function. Each program has a point person at Deloitte for contact with the state.

BITS started working with Deloitte about 12 years ago. This started as a quality control function. BITS currently has 26 staff members. BITS is involved in joint projects with Deloitte. BITS provides support and helps fill gaps in projects.

"Wish lists" from Dane and Milwaukee Counties were handed out.

Kathleen Luedtke requested that Supervisors give her feedback on the CTS EOS reports that will be available near the end of October.

For the next meeting: Rank project priorities and bring to the meeting on 11/14.